



Privacy Terms Jordex Shipping & Forwarding B.V.

The General Data Protection Regulation (GDPR), which regulates the processing of personal data will come into effect on the 25th of May 2018.

Jordex Shipping & Forwarding B.V. (hereinafter referred to as 'Jordex') respects your privacy. We are aware that you expect us to act responsible with the personal data you entrusted us. Therefore, we pursue a policy which aims at the coherent and comprehensive protection of your personal data. Please continue reading if you want to learn more about our privacy policy.

These privacy terms govern the collection, processing and use (hereinafter all together referred to as "processing") of personal data if such data relating to you are processed when using our website, our app; or if data are processed in the course of the initiation or execution of a contract or within our daily business process; or if you contact Jordex to receive information from us. When handling personal data, we act in strict compliance with the relevant legal data protection regulations and the following principles.

1. Personal data and consent

We will process your personal data for the initiation, implementation or execution of a pre-contractual or contractual relationship as well as within the daily business process.

Likewise, we will process data, for example, when you ask us for information regarding Jordex and its services. Furthermore, we will only process personal data if you consented, unless we are legally authorised or obliged to collect and further process personal data relating to you. If we process data solely based on your informed consent we will only use the data for the purposes stated in the consent procedure and within the scope outlined. For example, we can only inform you about our services after you have properly consented or indicated by other means that you would like to receive promotional information from Jordex.

You may revoke or withdraw your consent at any time with immediate effect. Upon receipt of your message, we will delete your data unless we are legally obliged or authorised to retain personal data relating to you. Please send your revocation notice to the address indicated in Section 13 of these privacy terms.

2. Data processing related to the provision of Jordex services

The provision of services by Jordex often requires the processing of personal data. The processing of personal data may be necessary both prior to the conclusion of a contractual agreement (e.g., in order to provide you with a quotation) and during the implementation of a contract in the daily business process with you (e.g., shipping details). Such data, which are necessary to provide you with our services, may include but are not limited to:

- Individual and business contact information (such as name, company name, title, physical address, e-mail address, and telephone or fax number).
- Shipping information, such as shipping-related contact details like the shipper's and consignee's name, physical address, e-mail address and telephone number, signature for proof of delivery, account number, and information given to us that helps us access locations to which we provide service, as well as information provided to us regarding the content of certain shipments.



- Information that enables us to verify an individual's identity.
- Names, e-mail addresses and telephone numbers of others to whom we are asked to send information or shipments.
- Payment information and financial information (such as bank-account numbers).
- Tax-identification number in circumstances in which you request services for which this information is required.
- Other personal information that may be provided to us to obtain a Jordex service.

When you provide data to Jordex, please ensure that these data are relevant, accurate and necessary for the business relationship. In particular when you are providing us with data relating to a third person, bear in mind the common data protection principles which apply.

Certain areas of the Jordex website and apps require registration, in particular areas related to e-business applications. Information obtained from users of these areas may also be used for Jordex' marketing activities, within the limits of the applicable law.

Certain shipment data will be provided to the authorities of the country of transit, origin or destination for customs and tax clearance or for security screening, as required by the laws of the respective country.

The information provided would usually include but may not be limited to: shipper's name and address, receiver's name and address, description of the goods, number of pieces, weight and value of shipment.

We may transfer the personal information we process regarding to you to countries other than the country in which the information originally was collected.

Please be aware that Jordex works with a number of partners to provide you with the best possible service (e.g., sub-contractors such as trucking companies, terminals, depots, customs brokers and local agents). This may require, within the boundaries set by law, the transfer of personal data to these partners and service providers.

Please be also aware that we may not be able to provide you with our services if you partly or fully disagree with the processing of personal data relating to you.

The countries to which data are transferred may not have the same data-protection laws as the country in which you initially provided the information. When we transfer your information to other countries, we will protect that information as described in these privacy terms and in accordance with applicable law. Further information is available in the respective section of these Privacy Terms regarding the data processed in relation to the use of our website and app.

For your rights to access and control personal data relating to you, please consult the respective section in these privacy terms.

In case you have further questions or would like to learn more about your personal data being processed at Jordex, please contact us by using the contact information provided in Section 13 of these privacy terms.



3. Automatically generated personal data

Using our website and our Client Portal may lead to an automatic processing of personal data relating to you. If you subscribe to our newsletter, we will, due to technical reasons, automatically track whether you opened our newsletter, and whether you have accessed from the newsletter content which had been linked in our newsletter (both internal and external links).

4. Cookies

If you use our website or app, small text files will be used which are stored on your computer (so-called "Cookies"). We use cookies to facilitate and to improve the use of our website.

Our cookies allow (re-)identification of recurrent users during visits to our website; however, no directly identifiable personal data, with the exemption of static IP addresses, will be processed. To offer you the best possible service and website or app experience, we may use both "permanent cookies" and "session cookies".

Data stored in permanent cookies allow us to provide you with a comfortable use of our website or app, as these cookies allow us to identify recurrent visits. Data will only be used by us for this specific purpose.

Deactivation of permanent cookies does not affect the usability of our website.

Data stored in session cookies only affect your current visit to our website or app and will allow us to provide you with our services and give you the opportunity to make full use of our services, as well as experiencing a more comfortable use of our website.

When you disable session cookies, we cannot guarantee that you can make full use of all services we provide. The website or app may be partly or fully dysfunctional.

If you do not want cookies to be stored on your computer, you can change your browser settings (information can be found in the help function in the menu bar of your browser). Cookies already stored on your computer can be removed by deleting temporary files.

5. Jordex App

Due to providing the app on your phone or tablet, Jordex is subject to the provisions within the Dutch Law. In case you are using the Google Play App Store of Google Inc., the Windows App Store of Microsoft Inc., or the iTunes App Store of Apple Inc. for the download, please carefully read the data-protection terms of these app stores.

6. Social Media Integration – Marketing

Our website contains hyperlinks to social media (so called "social plugins") operated by third parties. The functionality of these social plugins, in particular the transfer of information and user data is not activated by visiting our website, but only by clicking the hyperlinks (social plugins). Once you click on any of these links, the plugin of



the respective social media tool will be activated and your browser will establish a direct connection with the server of this social media tool.

If you click on the social plugin while you are visiting our website, a transfer of your user data to the respective social media network and the processing of your data through the social media network may occur. If you activate any of the social media plugins on our website while you are at the same time simultaneously logged into the respective social media tool with your personal account for that social media tool, the information that you have visited our website and that you have clicked the plugin on our website may be transferred to the social media tool and may be processed and stored in relation to your account with this social media tool.

To prevent such processing in relation to your account with the respective social media tool, you need to log out of your account before clicking the plugin link. You may also prevent the activation of social media plugins by adjusting the add-on settings of your browser, for example, by installing a so-called script-blocker such as „NoScript“ (<http://noscript.net/>).

To learn more about the purpose and scope of data processing by social media tools, and to receive further information about the processing and use of data relating to you, as well as your rights and detailed instructions how to protect your privacy, please refer to the privacy terms of the respective social media tool. For the data processing that is initiated by clicking on the social plugin on our website, the respective social media tool is solely responsible.

To enable you to obtain more detailed information on the privacy terms of social media tools, we would like to reference to the social media tools currently embedded into our website.

On our website, we currently use social plugins of the social media tools Facebook, Instagram and LinkedIn, as well as the micro-blogging service Twitter.

These services are offered by Facebook Inc., Instagram LLC, LinkedIn Inc., and Twitter Inc. respectively. Technically, social media plugins used by these third-party providers are cookies as described under Section 4 of these Privacy Terms.

Facebook is operated by Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA. Detailed information regarding plugins used by Facebook is available at: <https://developers.facebook.com/docs/plugins>.

Instagram is operated by Instagram, LLC; 1601 Willow Road Menlo Park, California 94025 USA. Detailed information regarding plugins used by Instagram is available at: <https://www.instagram.com/developer/>.

LinkedIn is operated by LinkedIn Inc., 2029 Stierlin Court, Mountain View, CA 94043, USA. Detailed information regarding plugins used by LinkedIn is available at: <https://www.linkedin.com/legal/cookie-policy>.

Twitter is operated by Twitter Inc., 1355 Market St, Suite 900, San Francisco, CA 94103, USA. Detailed information regarding plugins used by Twitter is available at: <https://twitter.com/about/resources/buttons>.



Due to the integration of the social media plugins into our website, the respective social media tools may obtain personal data relating to you if you activate the plugin, even if you do not have an account with the social media tool or if you are not logged into your account of the respective social media tool.

Such information (including your IP address) may be directly transferred from your browser to a server of the social media tool provider and will be processed there. The social media tool providers Facebook, Instagram, LinkedIn and Twitter process personal data relating to users from EU/EEA countries, according to information that has been made available publicly, within the EU. Data relating to users who reside in a country outside the EU/EEA may be processed in the United States of America or another third country.

Jordex cannot be held accountable for the data processing of such third party providers. In case data relating to you, which have been obtained within the EU/EEA, are transferred by the third party provider to servers outside the EU/EEA, you shall be aware that Jordex has no legal or technical influence thereon.

Google Analytics

Our website uses Google Analytics, a web-analytic service provided by Google, Inc. (www.google.com). Google Analytics uses "cookies", text files which are stored on your computer and which allow an analysis of the use of the website by you. The information generated by the cookie about your use of this website is generally transferred to a Google server in the USA and stored there. However, in the case of the activation of the IP anonymisation on this website, your IP address will be previously abridged by Google within the member states of the European Union or in other states parties to the Agreement on the European Economic Area. Only in exceptional cases, will the full IP address be transferred to a Google server in the USA and abbreviated there. IP anonymisation is active on this website.

On behalf of Jordex, Google will use this information to evaluate your use of the website, to compile reports on website activity, and to provide other services related to website usage and internet usage. The IP address provided by your browser as part of Google Analytics will not be merged with other Google data. You can prevent the Google cookies from being saved by setting your browser settings accordingly.

Where users have chosen to enable Google to associate their web and app browsing history with their Google account and to use information from their Google account to personalise ads, Google will use data from its signed-in users together with your Google Analytics data to build audience lists for cross-device remarketing. In order to support this feature, two things will happen: First, for users on this site, Google Analytics will collect Google-authenticated identifiers associated with users' Google Accounts (and therefore, personal information). Second, Google Analytics will temporarily join these identifiers to this site's Google Analytics data in order to support our audiences.

To learn more about Google Analytics, including how to opt out of it, please visit <https://tools.google.com/dlpage/gaoptout>.

7. Third-party access to your personal data



The collection, processing and use of personal data is carried out by us, or external data processors who process data on behalf of us and who are contractually and legally obliged to comply with applicable data protection standards.

We adhere to the legal requirements stipulated in the EU General Data Protection Regulation (and if applicable, relevant national law), unless more stringent legal requirements are applicable, which supersede the EU legal framework.

Other than in the cases explicitly outlined, third parties will have no access to your personal data. We particularly refrain from selling your personal data. Only in case of administrative request or a legal obligation, we may be forced to transfer your personal data to the competent authority exercising such a request. The same applies in case of a court order regarding the transfer/disclosure of data relating to you. In case of an administrative, legal or judicial request for data transfer, we will assess in each individual case whether the transfer is compliant with the principles enshrined in the EU General Data Protection Regulation. If deemed necessary, we may take legal actions against such order or request.

8. Data security

We have taken technical and organisational measures to protect your personal data against loss, alteration, theft or access by unauthorised third parties. Our processes are compliant with Art 32 ff. of the EU General Data Protection Regulation and/or with the applicable national laws and standards.

11. Rights of Data Subjects

Jordex will process personal data in accordance with the rights of data subjects under relevant national or international law. As Jordex is based in the European Union, it adheres to the rights of data subjects under the EU General Data Protection Regulation. When a person makes a subject-access request, the request has to provide Jordex with such information as it may reasonably require to enable it to confirm the identity of the data subject (this is very important in avoiding claims from the real data subject in the case of requests that are not bona fide).

a) Jordex provides 'fair processing information', typically through this privacy statement or other legally binding documents used by Jordex (e.g., contractual documents relating to a shipment).

b) We try to be as open and transparent as we can be in terms of giving you access to your personal data. You are entitled to be aware of and be able to check the lawfulness of any processing of personal data relating to you.

c) You are entitled to have your personal data rectified if it is inaccurate or incomplete.

d) You have a legal and personal "right of erasure" which is also known as the "right to be forgotten". Upon your request, Jordex will close your account/registration and remove your personal data as soon as reasonably possible from all of our records unless a lawful reason exists for us to retain some or all of it.

e) You have a right to 'block' or 'suppress' the processing of your personal data by Jordex under certain circumstances, but we are still entitled to store just enough of your personal data to ensure that the restriction is respected in future.

If you have any questions, please contact our Data Protection Officer (for contact information please see below in Section 13).

10. Children and minors

We do not process personal data relating to children and minors under the age of 16 years, unless we are legally obliged to do so. If we become aware that data were transferred to us or collected by us relating to children and minors under the age of 16 years without the informed consent of a parent or legal guardian, we will delete such personal data without any undue delay.

11. Deletion and blocking of personal data

We delete personal data relating to you if the business purpose for which data have been processed ceases to apply, or if applicable data protection rules require us to delete personal data relating to you. In case the data processing was solely based on the informed consent obtained from you, we will delete data relating to you after you have revoked or withdrawn your consent (see also Section 1), unless we are legally authorized or obliged to retain data relating to you.

At your request, we will block personal data relating to you fully or partly, unless there is a preponderant, overriding legal interest of Jordex in the continuation of the data processing. In order to facilitate the exercise of your data-protection rights, please let us know in detail to what extent and for what duration which data shall be blocked. If technically feasible, you will be able to stop the processing and the use of data relating to you for specific areas and purposes by doing so.

12. Hyperlinks

The website and other communication may contain hyperlinks, which refer to content provided on websites operated by third parties. As Jordex is not legally responsible for the content and the data protection compliance of such third-party-operated websites, we kindly ask you to closely pay attention to the respective privacy terms of these third-party-operated websites.

13. Data Protection Officer at Jordex

For questions regarding the collection, processing or use of personal data relating to you; or in case of a withdrawal of an informed consent regarding the disclosure, correction, blocking or deletion of data, please contact us by e-mail: dataprotection@jordex.com or by mail:

Jordex Shipping & Forwarding BV
P.O. Box 55640



3008 DC Rotterdam
The Netherlands

In addition to the internal Jordex data protection supervision by the Data Protection Officer, the Dutch Law provides supervisory bodies, which help you to enforce your rights. For Jordex, the competent authority responsible is the 'Autoriteit Persoonsgegevens', which can be contacted at:

Autoriteit persoonsgegevens
P.O. Box 93374
2509 AJ Den Haag
The Netherlands
Tel.: +31 – (0)900 - 2001 201
Website: <https://autoriteitpersoonsgegevens.nl/nl>